



PRODUCT: ALL
SERVICE ADVISORY # 027
DATE: July 22, 1985

Subject

REPAIR/EXCHANGE PROGRAM

Effective August 1, 1985 the new COMPAQ Repair/Exchange Program will go into effect. This program will affect all U.S. and Canadian Authorized COMPAQ Computer Dealers in the following ways:

- o Repair/exchange prices will replace out-of-warranty return allowances.
- o Return Material Authorization (RMA) numbers will no longer be required.
- o "Credit only" returns will be discontinued for both in-warranty and out-of-warranty parts.

In the past COMPAQ Computer Corporation paid its dealers a Return Allowance for selected major subassemblies which could be refurbished and reused. Under the Repair/Exchange pricing program the dealer will now be able to either purchase additional spare parts for his inventory or return certain qualifying defective parts to COMPAQ Computer Corporation for replacement at a generally lower cost. The practice of returning material "For Credit Only" will no longer be an option. RMA numbers are no longer necessary and will not be used except in unusual situations in which entire units are returned for technical engineering evaluation. Use the pre-printed service invoice number to track your outstanding transactions.

Shipments of parts and materials to our dealers under the new COMPAQ Repair/Exchange Program will be by 2nd day air freight at no additional charge to the dealer.

These changes to our material handling procedures will speed up replacement of dealer inventory items, simplify spare parts returns, and generally reduce expenses to our dealers.

Further information about the new COMPAQ Repair/Exchange Pricing Program and Price Lists for this program are included in the announcement packet included in this mailing.

If further clarification about repair pricing is required please contact
COMPAQ Dealer Support at:

800-231-9977 (All Authorized Dealers)

Telex: 795437
A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 898630
A/B: COMPAQ TTX D (European Headquarters)
49-89-926-970

Telex: 889126
A/B: COMPAQG (United Kingdom Headquarters)
44-1-940-8860

Telex: 603124
Attn: COMPAQ (French Headquarters)
33-4-446-3625

416-449-8741 (Canadian Headquarters)

cc: Store Manager

COMPAQ COMPUTER CORPORATION

ANNOUNCEMENT PACKAGE

JULY 22, 1985

In response to requests from Authorized COMPAQ Computer Dealers, COMPAQ Computer Corporation is pleased to introduce a new Repair/Exchange Program for Out-of-Warranty repairable parts. This Repair/Exchange Program offers you:

- o More competitive Out-of-Warranty repair/exchange prices at fixed rates.
- o Faster turnaround time through 48 hour in-house turnaround and 2-Day Air standard shipments.
- o Freedom from RMA calls.
- o Replacement parts that include latest updates and revisions, and COMPAQ Quality Testing.

The COMPAQ Repair/Exchange Program is a part-number for part-number exchange program designed to provide COMPAQ Authorized Dealers a more efficient and cost effective method for maintaining the flow and inventory of COMPAQ parts. We at COMPAQ believe that by freeing you from phone calls, decreasing turnaround time and offering more competitive repair/exchange prices, you will be able to increase your repair profitability.

With the new COMPAQ Repair/Exchange Program you need only fill-out a COMPAQ Service Invoice and include it with the boxed repairable part shipped back to us. Upon receipt of the part COMPAQ will:

- 1) Automatically fill the order for replacement within 48 hours of receipt of the repairable part.
- 2) Ship the replacement part (complete with updates & revisions) via 2-Day Air at no additional cost to you.
- 3) COMPAQ will then bill you for the replacement part at the new repair/exchange price.

The new COMPAQ Repair/Exchange Program will take effect on August 1, 1985. Repair/exchange pricing is documented on the attached sheet and all new procedures necessary for participation are outlined in this Service Advisory, #027. After your review, questions will be accepted through the Service Administration Dealer Hotline at 1-800-231-9977.

This price list introduces new fixed rate prices that were developed for the new COMPAQ Repair/Exchange Program. This price list should be attached to the Spare Parts Pricing & Warranty Labor Rate Schedule, Service Advisory #021. It will serve as an amendment to Service Advisory #021, as Repair/Exchange Pricing replaces Out-of-Warranty Return Allowances. Dealers will no longer be credited with Out-of-Warranty Return Allowances, but will be charged the more competitive fixed rate Repair/Exchange Prices.

REPAIR/EXCHANGE PRICING

COMPAGE® PORTABLE COMPUTER
SPARES PRICING AND WARRANTY LABOR RATE SCHEDULE
EFFECTIVE MAY 1, 1985

Out of Warranty Return Allowances are no longer applicable. Repair/Exchange pricing replaces this column.

COMPAG #	PART DESCRIPTION	U.S. DEALER PRICE EACH	OUT OF WARRANTY RETURN ALLOWANCE EACH	WARRANTY LABOR ALLOWANCE
100475-001	POWER SUPPLY (DOMESTIC)	\$165	\$40	\$30
100478-001	PROCESSOR BOARD W/BRACKET	\$410	\$100	\$30
100479-001	VDU ADAPTER BOARD, FULL HEIGHT	\$260	\$70	\$20
101340-001	VDU ADAPTER BOARD, LOW PROFILE	\$260	\$70	\$20
100480-001	DISKETTE/PRINTER BOARD, FULL HEIGHT	\$130	\$30	\$20
101341-001	DISKETTE/PRINTER BOARD, LOW PROFILE	\$130	\$30	\$20
101095-001	ASYNC/SERIAL BOARD	\$80	\$20	\$20
101440-001	ASYNC COMM/CLOCK BOARD	\$100	\$25	\$20
100644-001	FIXED DISK DRIVE CONTROLLER BOARD	\$395	\$80	\$20
-----PCB's-----				
100487-001	KEYBOARD ASSY	\$190	\$35	\$20
105034-001	MONITOR ASSY	\$200	\$35	\$30
100041-001	POWER SWITCH/FILTER ASSY	\$55	\$0	\$20
100039-001	SPEAKER ASSEMBLY	\$6	\$0	\$30
100482-001	FAN W/BRACKET ASSY (DOMESTIC)	\$40	\$0	\$20
101017-001	DSKT DRV ASSY, FLIP LATCH (F/H)	\$195	\$75	\$30
101421-001	DSKT DRV ASSY, LATCHING LEVER (H/H)	\$195	\$75	\$30
100643-001	10-MB FIXED DISK DRIVE W/RAILS	\$690	\$240	\$30
100182-001	D-RAM, 64K (QTY=1)	\$9	\$0	\$20
101001-001	D-RAM, 256K (QTY=1)	\$35	\$0	\$20
100699-001	SYSTEM ROM (QTY=1)	\$25	\$0	\$20
101255-001	MEMORY ADDRESS DECODER PROM, 448K	\$25	\$0	\$0
101257-001	MEMORY ADDRESS DECODER PROM, 640K	\$25	\$0	\$0
-----PLASTICS-----				
100031-001	SLIDING ACCESS DOOR	\$5	\$0	\$20
100077-001	VDU/FOOT DETENT	\$2	\$0	\$20
101097-001	UPPER/LOWER CASE MATCHED SET	\$45	\$0	\$20
101098-001	ACCESS PANEL	\$24	\$0	\$5
101099-001	BEZEL	\$31	\$0	\$20
-----METALS-----				
100330-001	DRIVE ACCESS PLATE	\$16	\$0	\$20
100429-001	BLANK I/O ACCESS PLATE	\$1	\$0	\$10
100436-002	HI-VOLTAGE/MONITOR COVER	\$7	\$0	\$20
100437-001	VACANT DRIVE COVER	\$5	\$0	\$20
100438-001	CARD CAGE ACCESS PLATE	\$6	\$0	\$20
100439-001	PROC BD CONNECTOR ACCESS PLATE	\$2	\$0	\$20
100442-002	MONITOR FLOOR	\$5	\$0	\$20
100444-001	ENCL/SHLD FOR DSKE DRIVE (F/H)	\$5	\$0	\$20
101031-001	ENCL/SHLD FOR DSKE DRIVE (H/H)	\$5	\$0	\$20

Rate Schedule 5/85, Rev.1

COMPAQ® COMPUTER CORPORATION

OUT-OF-WARRANTY REPAIR/EXCHANGE PRICING

EFFECTIVE AUGUST 1, 1985

COMPAQ PORTABLE

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
100475-001	POWER SUPPLY (DOMESTIC)	\$165	\$125
100478-001	PROCESSOR BOARD W/BACKET	\$410	\$175
100479-001	VDU CONTROLLER BOARD, FULL HEIGHT	\$260	\$130
100480-001	DISKETTE/PRINTER BOARD, FULL HEIGHT	\$130	\$75
100487-001	KEYBOARD ASSY	\$190	\$115
100643-001	10-MB FIXED DISK DRIVE	\$690	\$450
100644-001	FIXED DISK DRIVE CONTROLLER BOARD	\$395	\$225
101095-001	ASYNC/SERIAL BOARD	\$80	\$60
101421-001	DSKT DRV ASSY, LATCHING LEVER (H/H)	\$195	\$110
105034-001	MONITOR ASSY	\$200	\$120

COMPAQ DESKPRO®

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
101339-001	PROCESSOR BOARD, 128K	\$460	\$300
101340-001	VDU CONTROLLER BOARD, LOW PROFILE	\$260	\$130
101341-001	DISKETTE/PRINTER BOARD, LOW PROFILE	\$130	\$80
101342-001	POWER SUPPLY (DOMESTIC)	\$335	\$200
101397-001	KEYBOARD ASSY	\$160	\$95
101437-001	10-MB FIXED DISK DRIVE W/RAILS	\$690	\$475
101438-001	FXD DSK DRV BACK-UP ASSY W/RAILS	\$550	\$350
101439-001	MONOCHROME MONITOR (GREEN)	\$175	\$110
101439-002	MONOCHROME MONITOR (AMBER)	\$175	\$110
101440-001	ASYNC COMM/CLOCK BOARD	\$100	\$75
101664-001	30-MB FIXED DISK DRIVE W/RAILS	\$1,275	\$900
101672-001	FXD DSK DRV CONTROLLER BD, UNIV.	\$420	\$250
102928-001	360-KB DSKTE DRIVE W/RAILS (H/H)	\$195	\$120

AMENDMENT TO RATE SCHEDULE 5/85, REV.1
(SERVICE ADVISORY #021)

COMPAQ® COMPUTER CORPORATION

OUT-OF-WARRANTY REPAIR/EXCHANGE PRICING

EFFECTIVE AUGUST 1, 1985

COMPAQ PORTABLE 286™

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
101340-001	VDU CONTROLLER BOARD	\$260	\$130
101790-001	KEYBOARD ASSEMBLY	\$235	\$115
101795-001	PROCESSOR BOARD, 128K	\$1,180	\$475
102705-001	DISKETTE/TAPE CONTROLLER BD	\$230	\$150
102706-001	20-MB FIXED DISK DRIVE	\$880	\$640
102775-001	1.2-MB DISKETTE DRIVE W/RAILS	\$365	\$205
102778-001	FIXED DISK DRV CONTROLLER BD	\$420	\$250
102779-001	RXD DSK DRV BACK-UP ASSY W/RAILS	\$550	\$350
102818-001	POWER SUPPLY (DOMESTIC)	\$255	\$190
102928-001	360-KB DSKTE DRIVE W/RAILS (H/H)	\$195	\$120
105033-001	512/2048-KB MEMORY BOARD	\$650	\$260
105034-001	MONITOR ASSEMBLY	\$200	\$120

COMPAQ DESKPRO 286™

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
101340-001	VDU CONTROLLER BOARD	\$260	\$130
101438-001	RXD DSK DRV BACK-UP ASSY W/RAILS	\$550	\$350
101439-001	MONOCHROME MONITOR (GREEN)	\$175	\$110
101439-002	MONOCHROME MONITOR (AMBER)	\$175	\$110
101664-001	30-MB FIXED DISK DRIVE W/RAILS	\$1,275	\$900
102705-001	DISKETTE/TAPE CONTROLLER BD	\$230	\$150
102710-001	SYSTEM MEMORY BOARD, 128K	\$365	\$145
102774-001	SYSTEM BOARD (NO MEMORY)	\$835	\$335
102775-001	1.2-MB DISKETTE DRIVE W/RAILS	\$365	\$205
102776-001	KEYBOARD ASSEMBLY	\$235	\$115
102777-001	20-MB FIXED DISK DRIVE W/RAILS	\$880	\$640
102778-001	FIXED DISK DRV CONTROLLER BD	\$420	\$250
102927-001	POWER SUPPLY (DOMESTIC)	\$335	\$210
102928-001	360-KB DSKTE DRIVE W/RAILS (H/H)	\$195	\$120
102932-001	70-MB FIXED DISK DRIVE W/RAILS	\$3,000	\$2,190
105033-001	512/2048-KB MEMORY BOARD	\$650	\$260

AMENDMENT TO RATE SCHEDULE 5/85, REV.1

(SERVICE ADVISORY #021)

SERVICE ADMINISTRATION CHANGES

This Advisory documents important changes in Service Administration procedures. The information enclosed not only covers the changes brought on by the introduction of the Repair/Exchange Program, but highlights new policies on Return Material Authorization and In-Warranty Returns as well.

All changes will be effective August 1, 1985. It is very important that you have a clear understanding of all the subjects covered. After careful review of this document, questions can be answered by calling the Service Administration Hotline at 1-800-231-9977.

CONTENTS

- A. RETURN MATERIAL AUTHORIZATION**
- B. WARRANTY RETURNS**
- C. THE NEW COMPAQ REPAIR/EXCHANGE PROGRAM**

A) RETURN MATERIAL AUTHORIZATION

It will no longer be necessary to phone COMPAQ Computer Corporation for Return Material Authorization on In-Warranty and Out-of-Warranty Returns. The Service Invoice Number (upper right-hand corner of the COMPAQ Service Invoice) will replace the RMA Number for tracking purposes.

B) WARRANTY RETURNS

In addition to eliminating RMA's for In-Warranty returns, one other significant change will become effective on August 1st: CREDIT ONLY WARRANTY RETURNS WILL NOT BE ACCEPTED. Parts returned under Warranty will be EXCHANGED ONLY on a part-number for part-number basis. Labor Credits will continue to be given for warranty service performed.

C) THE NEW COMPAQ REPAIR/EXCHANGE PROGRAM

COMPAQ Computer Corporation has established a list of selected spare parts that will be offered at more competitive fixed repair/exchange pricing. When an Out-of-Warranty repairable part must be replaced, it may be exchanged part-number for part-number at the new repair/exchange rate. Repair/Exchange prices on these parts can also be found in this packet.

To receive Repair/Exchange pricing you must:

- 1) Complete an Authorized Dealer Service Invoice covering the service event. Indicate the quantity of each part and mark the "EXCHANGE ONLY" column. A check in the "EXCHANGE ONLY" column will automatically generate a sales order for a replacement part at the Repair/Exchange rate. CREDIT ONLY OUT-OF-WARRANTY RETURNS WILL NO LONGER BE ACCEPTED. The Service Invoice must be returned with the package containing the part.
- 2) Defective spare parts must be free of damage from misuse, abuse, neglect, accident, disaster, or unauthorized modification.

ADVANCE SHIPMENTS

Since the new COMPAQ Repair/Exchange Program is a one-for-one fast turnaround repair upgrade program, no advance shipments are available. COMPAQ must receive the defective part before any replacement part can be shipped back to you. This policy does not apply to regular spare parts orders, which will still be accepted at normal pricing.

WARRANTY ON REPAIR/EXCHANGE PARTS

The COMPAQ standard 90-Day Spares warranty will still apply under the new Repair/Exchange Program. A copy of the COMPAQ packing list must be enclosed along with a completed Warranty Service Invoice. In the unlikely event that you receive a repair/exchange part that is Dead on Arrival (DOA), write DOA in the Dealer Comments section of the service invoice. These DOA'S will be given highest priority when returned for repair.

SHIPPING

When spare parts are returned to COMPAQ Computer Corporation, the following procedure is required:

- 1) Complete an Authorized Dealer Service Invoice for the service event. This service invoice must be returned with the package containing the part. If more than one part is being returned, a copy of the service invoice should accompany each part.

Parts being returned must be properly packaged. You are responsible for return freight to COMPAQ, and for risk of any damage or loss in transit. To minimize damage, we suggest you return parts in their original boxes.

In the near future COMPAQ will be providing you with labels to affix to Out-of-Warranty return packages. Until that time, it will be necessary for you to clearly mark "REPAIR/EXCHANGE" on the outside of all Out-of-Warranty boxes. Shipments may contain a mix of In-Warranty and Out-of-Warranty returns, as long as "REPAIR/EXCHANGE" is written **BOLDLY** on the outside of Out-of-Warranty boxes.

- 2) **CHANGE OF SHIPPING ADDRESS:** Beginning September 1, 1985, all packaged parts and documentation being returned must be sent to:

COMPAQ Computer Corporation
Brookhollow Dock #1
9781 West Gulf Bank
Houston, Texas 77040

HANDLING NON-REPAIRABLE PARTS

Parts considered non-repairable have been identified in the past on the Spare Parts Pricing and Warranty Labor Rate Schedule with a Return Allowance of zero. Under the new Repair/Exchange Program Repair/Exchange prices will not be offered on non-repairable parts. It is not necessary to return non-repairable parts on Out-of-Warranty service events.

SERVICE INVOICE COMPLETION

At the present time COMPAQ Computer Corporation will continue to use the same service invoice. The Authorized Dealer Service Invoice has the information necessary to document each service event. In addition, the service invoice serves as a packing slip for all parts returned through the new COMPAQ Repair/Exchange Program. Most importantly, it provides information needed to process Authorized Dealer orders for replacement parts. For these reasons, it is very important that you clearly understand what changes will be required in filling out the service invoice.

A sample service invoice is included documenting the changes listed below due to the COMPAQ Repair/Exchange Program.

RETURN MATERIAL AUTHORIZATION (RMA) NUMBER

RMA Numbers are no longer required. The Service Invoice Number will replace the RMA Number for tracking purposes.

MATERIAL CREDITS

The COMPAQ Repair/Exchange Program is a part-number for part-number exchange program, therefore material credits no longer apply. The Credit Only Column should not be checked for Warranty or Out-of-Warranty Service Events.

RATE SCHEDULE

The most current rate schedule includes Service Advisory #021, effective May 1, 1985. The Authorized Dealer prices and warranty labor allowances on this rate schedule are still in effect. The enclosed Repair/Exchange price list is an amendment to this rate schedule. Repair/Exchange prices will replace Out-of-Warranty Return Allowances, effective August 1, 1985.

PRICE PROTECTION

COMPAQ Computer Corporation does not offer price protection on spare parts inventory.

PARTS IN TRANSIT

Parts returned to COMPAQ with shipping documents dated prior to August 1, 1985 will be accepted under the old policies and procedures. Any part shipped after August 1, 1985 will be subject to the new policies and procedures outlined above for the new Repair/Exchange Program.

SAMPLE

AUTHORIZED DEALER SERVICE INVOICE

COMPAQ^(R)**CUSTOMER IDENTIFICATION**

NAME (LAST) DOE (FIRST) JOHN (M.I.) _____
ADDRESS 1111 Any Street
CITY New York STATE New York
COUNTRY _____ ZIP 10001

CUSTOMER'S DESCRIPTION OF PROBLEM

FAN COMES ON - WON'T BOOT - RED LED NOT ON.

PROBLEM CODE 6 5

QTY.	PART NUMBER	DESCRIPTION	ACTION CODE	EXCH ONLY	CREDIT ONLY
<u>01</u>	<u>1100475-001</u>	Power Supply	<u>10</u>	<u>X</u> *	<u></u>
<u></u>	<u></u>		<u></u>	<u></u>	<u></u>
<u></u>	<u></u>		<u></u>	<u></u>	<u></u>
<u></u>	<u></u>		<u></u>	<u></u>	<u></u>
<u></u>	<u></u>		<u></u>	<u></u>	<u></u>
<u></u>	<u></u>		<u></u>	<u></u>	<u></u>

~~TOTAL LABOR CREDIT~~
~~TOTAL MATERIAL CREDIT~~ ***

DEALER COMMENTS

Old S/N 3210A1234
Repl. S/N 6543A9876

SHIPPING INSTRUCTIONS

NORMAL UPS ☒ EXPEDITED
(COMPAQ PAYS) (DEALER PAYS)
(no additional charge)

COMPAQ SERVICE USE ONLY

SALES ORDER NO: _____
DATE ISSUED: _____

DEALER CODE 9 9 9 9 1 1 1SERVICE INVOICE NO. **A 187505**RMA NO. 00000000 **DEALER NAME COMPUTER EXAMPLES, INC.UNIT S/N 141230195SDATE REPAIR REQUESTED 7/15/85DATE REPAIR PERFORMED 7/15/85PRODUCT CODE 0 2TYPE OF SERVICE 9 9EXTENDED COVERAGE OPTION/SERVICE
OPTION NO. _____DATE OF RETAIL SALE, IF KNOWN N/ARATE SCHEDULE 8/1/85**NON-COMPAQ INSTALLED OPTIONS****AUTHORIZED SERVICE REPRESENTATIVE:**

SIGNATURE *John Doe*
DATE 7/15/85

CUSTOMER:

SIGNATURE _____
DATE _____

RETURN TO COMPAQ SERVICE DEPT.

- * Credit Only Returns are not accepted in the COMPAQ Repair/Exchange Program.
- ** RMA Numbers are no longer required.
- *** Material Return Allowances have been Discontinued.
(Labor credits still apply to warranty return.)

COMPAQ COMPUTER CORPORATION

Parts usage:

IN-WARRANTY EXAMPLE

A service event required the replacement of a 10MB Hard Disk Drive and a keyboard assembly while under the 90-Day Limited Warranty. The keyboard and drive will be exchanged, at no charge to you.

OUT-OF-WARRANTY EXAMPLE

A service event required the replacement of a 10MB Hard Disk Drive and a keyboard assembly while out of the 90-Day Limited Warranty. The keyboard and hard disk will be exchanged at the new, more competitive repair/exchange rates.

IN-WARRANTY EXAMPLE

Qty.	Part Number	Description	Action Code	Exch. Only	Credit Only
1	100487-001	Keyboard Assembly	10	X	(No longer accepted)
1	100643-001	10MB Fixed Disk Drive	10	X	
			\$ 50.00	Total Labor Credit	
			\$ 00.00	Total Repair/Exchange Charge	

OUT-OF-WARRANTY EXAMPLE

Qty.	Part Number	Description	Action Code	Exch. Only	Credit Only
1	100487-001	Keyboard Assembly	10	X	(No longer accepted)
1	100643-001	10MB Fixed Disk Drive	10	X	
			\$ 00.00	Total Labor Credit	
			\$565.00	Total Repair/Exchange Charge	

\$565.00 = Keyboard Assembly @ \$115.00
10Mb Fixed Disk Drive @ \$450.00